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**Uncompromising  
Excellence.  
Commitment to  
Care.**

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## Contact

**Toll Free: 800-384-1097**

**Local: 704-355-5021**

**Website: [AtriumHealth.org/EAP](https://AtriumHealth.org/EAP)**

# Employee Assistance Program

Confidential, professional workplace programs for your employees



**Atrium Health**



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## Who We Are

Atrium Health is the region's largest, most comprehensive healthcare system. Our Employee Assistance Program is part of the Atrium Health Behavioral Health Service Line.

Our program is designed to identify and address problems that lead to personal and employment dysfunction. We provide comprehensive assessments, short-term counseling and/or referral to community resources. We have immediate access to an expansive array of behavioral healthcare services whose key organizational strength is its ability to provide mission-driven, not-for-profit healthcare at a local level.

As a full Employee Assistance Program, we are able to provide the personal touch that employees expect. We have extensive knowledge of community resources and local providers throughout the United States. An account manager for our program is specifically assigned to each of our organizational partners.

*Our belief is that healthy and satisfied employees are the basis of a productive, thriving organization.*



## Mission Statement

The Employee Assistance Program specializes in quality workplace programs that provide professional, comprehensive, integrated and confidential services to assist employees and employers in identifying personal and/or work-related problems that impair productivity.

Our mission is to help employees and family members confront and eventually overcome personal concerns, thereby restoring them to a higher level of functioning.

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## Did You Know?

Mental illness can affect a worker's productivity and health as much as, or more than physical illness.





# Our Services

- Account Manager specifically assigned to your organization
- Promotional materials including EAP marketing brochures/posters or assistance in the development of employer-specific collateral
- Educational, innovative, and interactive Website with 6500 resources
- Monthly Employee and Supervisor newsletters
- Supervisor manuals detailing EAP services offered and how to access
- Access to Quarterly Manager Trainings
- Prevention and wellness seminars
- Access to monthly educational groups held virtually or on-site at EAP offices
- Unlimited leadership development and trainings
- Presentations tailored to the needs of your company
- Participation in Employer Health Fairs
- EAP Orientation sessions for all employees
- Annual training to all management and supervisory personnel
- 24-hour clinician-staffed call center
- Confidential Assessment, Referral and Short-term counseling (sessions are per employee and immediate family members per year)
- Information and referral to community resources (i.e., child/elder care and credit/legal counseling)
- Monitoring and follow-up (up to 12 months) for EAP involved substance abuse client
- Unlimited Crisis Incident Stress Debriefing (CISD) at no extra cost
- Quarterly utilization reports
- Site visits

## Our Experience

We believe an Employee Assistance Program is a partnership between the employer and our organization.

Our staff has vast knowledge and understands the practical applications of multiple industry standards and governmental regulations.

We succeed because of our exceptional qualifications and the training of our licensed professional staff that hold master's or doctoral level degrees in counseling. Many are certified employee assistance professionals. Additionally, staff members have attained professional licensure and certifications in counseling and substance abuse. We have full-time counselors and access to a large national network of affiliate counselors.

Our veteran staff has 75 years of combined experience in the behavioral health field, and all possess the necessary combination of qualifications and caring to provide excellent services to your employees.

Before joining our network of affiliate counselors, providers are reviewed through our credentialing process. This process examines the areas we believe are critical to providing excellent service:

- Provider education (providers have masters or doctorates degrees in psychology, counseling, clinical or social work)
- EAP Experience
- License
- Malpractice insurance and history
- Geographic accessibility
- Diversity of providers



Atrium Health

## Benefits of EAP

The cost of a troubled employee to an employer is a minimum of 25 percent of the employee's salary due to lost time, productivity, and medical expenses. Employers may save between \$5 to \$16 for every dollar they invest in an Employee Assistance Program.

We can identify utilization trends, provide comparative benchmarking and assist in developing policies and programs. The costs of a troubled employee are numerous, but several key examples are:

- Alcohol use disorder causes 500 million lost workdays each year.
- Employees who use drugs are 2.5 times more likely to have absences of eight days or more, and three times more likely to be late for work.
- Employees with substance abuse problems are 3.6 times more likely to be involved in a workplace accident, and five times more likely to file a worker's compensation claim.
- Mental illness can affect a worker's productivity and health as much as, or more than, physical illness.
- The National Institute of Mental Health estimates that the annual cost of untreated mental illness exceeds \$300 billion, primarily due to productivity losses of \$150 billion, health care costs of \$70 billion and societal costs (increased use of criminal justice system and social welfare benefits) of \$80 billion.
- According to the Surgeon General, one in five adults will experience a diagnosable mental illness in any given year. About 15 percent of those will also experience co-occurring substance abuse.
- Treatments for mental illness are highly effective. Advances in medication and psychotherapy produce very good results, especially when those therapies are combined.
- About 80 percent of individuals with depression will recover fully with appropriate diagnosis, treatment, and monitoring.
- More than 13 percent of the adult U.S. population suffers from an anxiety disorder. People with anxiety disorders see a doctor three to five times more often than those without anxiety disorders.

## Did You Know?

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We can design EAP services to fit the unique needs of your organization. We recognize that each of our corporate partners has distinct needs and requirements. In addition to designing our services to meet the needs of your organization, we offer the following services to help our corporate partners capitalize on their EAP investment:

#### **Consultation**

Our program provides unlimited consultation for leaders who are dealing with troubled employees. Managers and supervisors can have consultations with trained employee assistance professionals in person, telephonically, or virtually during which time EAP will help to determine leadership strengths and weaknesses and provide unlimited consultation for difficult conversations.

#### **Supervisory Referrals**

Job performance issues are often a sign of a troubled employees. Our Employee Assistance Program offers managers the ability to refer troubled employees to EAP to address the issues that are causing job dysfunction. We work closely with the employee's supervisor to ensure that all parties are aware of expectations and confidentiality requirements.

#### **Management Training**

We understand that managers and supervisors are crucial to the success of an employee assistance program. We offer a variety of education topics specifically designed for managers and supervisors. Through webpage resources, on-site trainings, webinars, and monthly newsletters, our Employee Assistance Program supports and educates managers and supervisors.

#### **Critical Incident Response**

On occasion, incidents such as workplace accidents, death of a colleague, workplace violence or burglary occur that may impact an employee's sense of security and well being. Our staff is available to support our corporate partners through these difficult times. Our counselors are trained to consult with management and provide onsite therapeutic support for the employees as needed.

#### **Substance Abuse Services**

Our Employee Assistance Program is available to our corporate partners for consultation regarding substance abuse polices, treatment plans, and return to work assistance. Individuals who are referred to EAP for positive drug screens are provided follow up throughout the process.

## **Contractual Requirements and Fees**

We offer a highly competitive rate structure that is market friendly with NO HIDDEN FEES. Your overall return on investment comes in the form of reduced absenteeism and lost productivity, decreased job turnover and fewer worker's compensation claims.



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*However, complicated the problem...there is a solution.*





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## Locations

Our corporate offices are in Charlotte, North Carolina. We provide services throughout the United States through an expansive network of affiliate counselors.

For more information, please call 800-384-1097 or 704-355-5021

### **Charlotte**

720 East Blvd.  
Charlotte, NC 28203

### **Concord**

380 Copperfield Blvd.  
Concord, NC 28025

### **Monroe**

1501 N. Charlotte Ave., Suite A215  
Monroe, NC 28110

### **Shelby**

809 N. Lafayette St., Suite E  
Shelby, NC 28150

### **Charleston**

146 Fairchild Dr., Suite 142  
Daniels Island, SC 29492

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